Microsoft®

Outlook 2010: What's New
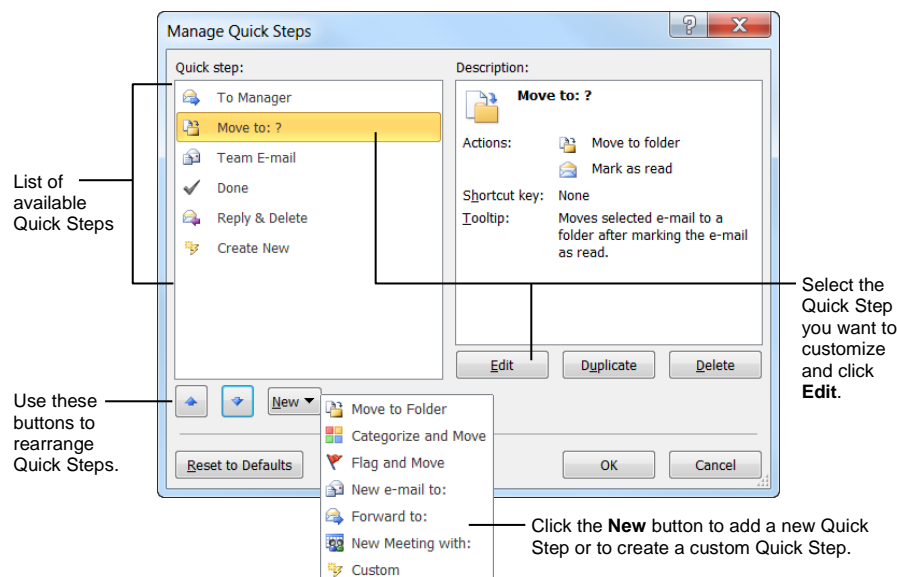## Quick Reference Card

The Ribbon

Microsoft Outlook 2010 provides easy access to commands through the **Ribbon**, which replaces the menus and toolbars found in previous versions. The purpose of the Ribbon is to keep commands visible while you work instead of hiding them under menus and toolbars.

File tab   Command tab   Quick Steps   Minimize Ribbon   Help

Group   Dialog Box Launcher
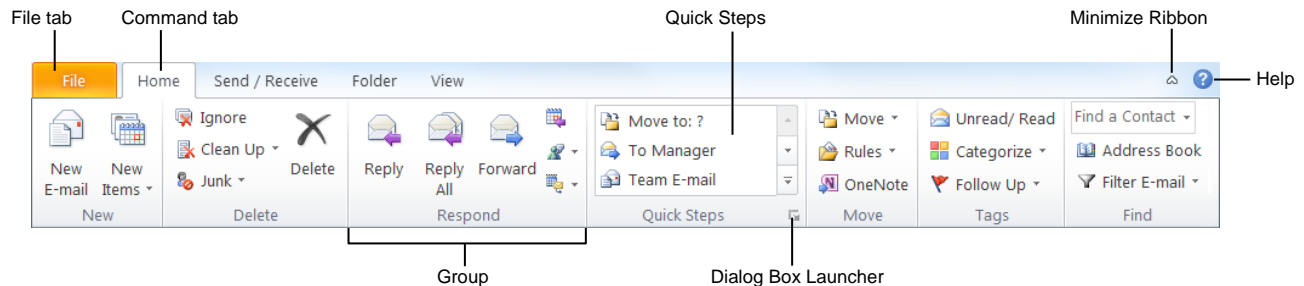
- **To Minimize the Ribbon:** Click the **Minimize Ribbon** button on the Ribbon. Or, press **<Ctrl>** + **<F1>**. Or, double-click any **tab** on the Ribbon. Or, right-click any **tab** and select **Minimize Ribbon** from the contextual menu. Follow the same steps to redisplay the Ribbon.

- **To Customize the Ribbon:** Right-click a tab and select **Customize the Ribbon** from the contextual menu. Or, click the **File** tab, select **Options**, and select **Customize the Ribbon**. Use the controls in the dialog box to rename and rearrange tabs, groups and commands.

Quick Steps

List of available Quick Steps

Use these buttons to rearrange Quick Steps.

Select the Quick Step you want to customize and click **Edit**.

Click the **New** button to add a new Quick Step or to create a custom Quick Step.

The **Quick Steps** feature in Outlook 2010 lets you perform multiple tasks with a simple click. The following Quick Steps are included by default, but you can also add your own:

	Move to	Moves the selected message to a folder that you specify and marks the message as read.
	Team E-mail	Creates a new message and automatically inserts specified team members in the "To" field.
	Reply & Delete	Replies to the sender and deletes the original message.
	To Manager	Forwards the selected message to a specified manager.
	Done	Marks the selected message as complete, moves it to a folder that you specify, and marks it as read.
	Create New	Select this option to create your own Quick Step.

Conversation View

Conversation View groups related messages together and displays them under a single thread. Conversation view makes it easy for you to categorize, remove, or clean up the messages in a thread.

Expand button

An orange, dotted line indicates which message was replied to.
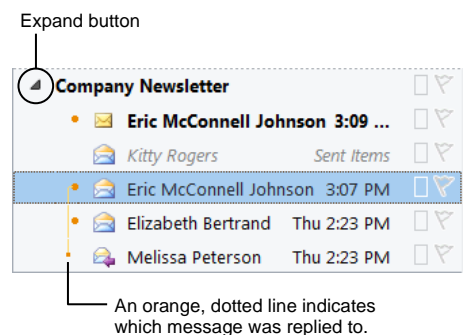
- **To Expand a Conversation:** Click the **expand button** (▷) to view the most relevant messages in a conversation. To view ALL messages in a conversation, double-click the first message in the thread.

- **To Remove Redundant Messages from a Conversation:** Click the **Clean Up** button in the Delete group on the Home tab and select **Clean Up Conversation** from the list.

- **To Ignore Further Messages in a Conversation:** Click the **Ignore** button in the Delete group on the Home tab.

- **To Turn Off Conversation View:** Click the **View** tab on the Ribbon, click the **Conversations** button in the Arrangement group, and select **Show Messages in Conversations** to deselect it.